

[REDACTED]  
San Marino, CA [REDACTED]

COPIED

EFFECTS

To: National Highway Traffic Safety Administration  
400 7<sup>th</sup> St. Southwest  
Room 5326  
Washington DC 20590

564100

Re: Unexpected airbag deployment

To Whom It May Concern:

Hi, My name is Julie Lin. I am writing this letter to request for a safety investigation on my year 2000 BMW 528i.

On 12/06/01 at 12:30pm, I was driving on the Fwy 10 heading eastbound near Soto exit when my head and side airbag suddenly deployed for no reason. It was a sunny day and the road condition was good. Two of the three driver side airbags deployed for no reason and the explosion of the airbags injured me. The engine shifted to neutral and would not accelerate while the shift gear was still in drive mode. I managed to pull over to the shoulder of the freeway without hitting oncoming cars.

The car is now in the dealer at the address below for further investigation:

3001 W. Main St.  
Alhambra, CA 91801

Please feel free to contact me either through email or by phone:

Email: [REDACTED]  
Phone: [REDACTED]

I look forward to hearing from you soon. Thank you for your time.

Sincerely,  
[REDACTED]

12/14/01

23 000

NSA-10.01 mcc  
Ref. # 564100

[REDACTED]  
San Marino, CA 91108

Dear Ms. [REDACTED]

Thank you for your correspondence received January 18, 2002, requesting a safety investigation for the air bags on your 2000 BMW 528i. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay in responding to your correspondence may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and compiled into a database to assist us in identifying potential safety defects to determine whether an investigation is warranted.

A review of our database relative to the deployment of the side air bag on 2000 BMW 528i revealed insufficient evidence to warrant opening a defect investigation at this time. However, we will continue to monitor this issue and will take further action as necessary. The information you provided has been entered into our database. It will be used with other reports to identify safety defect trends that may require our attention.

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this site at <http://www.nhtsa.dot.gov/voq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are electronically transferred to our automated data system file, and are used to identify safety related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future safety motor vehicle or motor vehicle equipment problems you may experience. Summary listings of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can also be obtained at this site at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Freddie L. Richards, Editorial Specialist, Information Management Staff, Office of Defects Investigation at (202) 366-5224.

Sincerely,



Alberto A. Jimenez, Chief  
Information Management Staff  
Office of Defects Investigation  
Safety Assurance

Enclosure (s)